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## 311 Service Request Types

The following is a list of the service requests, listed by department that you can request when you **call** the City of Detroit 311 Call Center.

### **311 Call Center**

Event Registration Request

### **Airport**

Airport General Complaint

### **Buildings and Safety Engineering Dept.**

#### *Buildings*

Buildings - Complaint Against Inspector

#### *Business License*

Info Packets

#### *Demolition*

Dangerous Buildings Complaints

Demolition – Damages

#### *Electrical*

Electrical/Wiring Dangerous or Defective

#### *Property Maintenance Division*

Property Maintenance - Complaint against Owner  
Or Property

### **Detroit Cable Commission**

Cable Billing Complaint

Cable Service Complaint

### **Detroit People Mover**

People Mover Comments

### **Detroit Workforce Development Dept**

Customer Service Complaint

EEO Complaint

### **Finance**

#### *Assessments*

Assessments Inquiry

Assessments Request

Personal Property Tax Bill Inquiry

#### *Income Tax*

Income Tax - Check Request

Income Tax - Tax Form Request

### *Treasury*

Treasury Check/Refund Inquiry

Treasury Inquiry

### **Fire**

#### *Fire Community Relations*

Fire Education Cancellation

Fire Education Request

### **General Services**

#### *Ground Maintenance and Forestry*

Bee Hive Removal

Belle Isle Building Maintenance

Belle Isle Ground Maintenance

Building Maintenance at a Rec. Center

Flower Maintenance at a Park/Playground

Graffiti Removal

Grass Maintenance at Park/Playground

Housekeeping at a Park/Playground

Maintenance at a Park/Playground

Median Maintenance

Pest Control at a Rec. Center

Restroom Maintenance at a Park/Playground

Snow/Ice Removal at a Recreation Site

Trash/Dumping Removal at a Park/Playground

Tree - Blocking Control Sign/Street Light

Tree - Dead Removal

Tree - Down in ROW

Tree - Down on House or Property

Tree - Leaning

Tree Maintenance at a Park/Playground

Tree Planting a Park/Playground

Tree - Planting Request

Tree - Stump Removal

Tree - Trimming Request

Tree - Uprooted Stump Removal

Tree or Stump in Vacant Lot

Vacant Lot – Trim/Cut Weeds

Wasp Nest in (ROW)

### **Health Services**

#### *Animal Control and Care*

Animal - Barking Dog

Animal - Bite Report

Animal - Dog/Cat Owner Complaint

Animal – Farm/Wild Animal Report



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Animal - Give Up Request  
Animal - Post Office Complaint  
Animal - Stray

#### *Community and Industrial Hygiene*

Air Quality Complaint - Indoor  
Business License Inspection  
Dead Bird Report  
Mold Complaints  
No Water  
Odor Complaint  
Roaches Mass Infestation  
Stagnant Water  
Unsanitary/Unkept Conditions  
Water - Quality Complaint

#### *Environmental Health*

Health Record Request

#### *Food Sanitation*

Food - Consumer Complaints  
Foodborne Illness Complaint

#### **Human Rights**

Discrimination Complaint

#### **Human Services**

*Child Development Division*  
Head Start Information Request

#### *Drug Treatment*

Drug Treatment Information

#### *Weatherization*

Weatherization – Furnace–Roof Repair  
Weatherization Assistance  
Weatherization Complaint

#### **Municipal Parking**

Booted Vehicle Complaint  
Booted Vehicle General Information  
Meter Broken or Vandalized  
Parking Enforcement Officer Customer Service Complaint  
Rate Complaint  
Request for Parking Enforcement

#### **Planning and Development**

Home Repair Programs

#### **Public Lighting**

Public Lighting - Emergency - Accident  
Public Lighting - Emergency - Manhole Cover  
Missing -PLD

Public Lighting - Emergency - Pedestrian Light Not Working

Public Lighting - Emergency - Pole  
Down/Leaning/Cabinet Knocked Down  
Public Lighting - Emergency - Traffic Signal Repair  
Public Lighting - Emergency - Wire Down  
Public Lighting - Emergency - Wire Low  
Public Lighting - Lamp Out  
Public Lighting - Multiple Lamp Out 4 in a row  
Public Lighting - Sidewalk Obstruction

#### **Public Works**

##### *Environmental*

Code Enforcement  
Illegal Dumping  
Rodent Control Education/Prevention  
Rodent Extermination

##### *Solid Waste*

Bulk Collection Calendar  
Bulk Pickup – Missed  
Courville Handicap Assistance  
Damage Claims  
Dead Animal Pickup  
Debris Blocking Traffic  
Public Works Crew Complaint  
Refuse Container - Request  
Refuse Pickup - Missed  
Refuse Truck - Dropping Garbage  
Spillage in Roadway

##### *Street Maintenance*

Barricade Request - Special Events  
Barricades - Pickup  
Cave In  
Guardrail - Repair  
Pothole Repair  
Snow Removal  
Steel Plate – Displaced  
Street Sweeping - Request

##### *Street and Traffic Engineering*

Banner/Parade Request  
Handicap Sign - New  
Handicap Sign - Removal  
Handicap Sign - Renewal  
Pavement Marking  
Sign - New  
Sign - Removal  
Sign - Replacement/Repair  
Traffic Signal - New  
Traffic Signal - Removal  
Traffic Signal - Timing Change



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### **Recreation**

Belle Isle General Information  
Belle Isle General Reservation  
Belle Isle Shelter Reservation  
Block Party Request  
Building Maintenance at a Rec. Center  
Cemetery Complaint  
Chene Park Complaint  
Chene Park General Information  
Customer Service Complaint at a Rec. Center  
Facility Reservation Request

Golf Course Complaint  
Marina Complaint  
New Equipment for a Park/Playground  
Picnic Equipment/Bag Rental  
Renovation at a Park/Playground  
Swimming Pool Maintenance

### **Senior Citizens**

*Consumer Advocacy*  
Consumer Complaint Form  
Credit Complaint  
Finance Complaint  
Funeral Services Complaint  
Health Services Complaint  
Heating/Cooling/Air Conditioning Complaint  
Identity Theft Complaint

Insurance Complaint  
Motor Vehicle Complaint  
Sales Complaint  
Taxicab Complaint  
Telemarketers Complaint  
Tenant Landlord Complaint  
Travel/Transportation Complaint  
Utility Complaint  
Warranty Complaint

### **Transportation Department**

Bus Accidents – 693  
Bus Condition - 481  
Bus Condition Int/Ext Cleanliness - 710  
Bus Condition Int/Ext Repair - 709  
Bus Shelter Repair - 704  
Bus Stop/Shelter Clean - 702  
Bus Stop/Shelter Condition - 707  
DDOT Commendations - 715  
DDOT Request for Information  
Discourteous Driver - 478  
Handicap Complaint - 698  
Paratransit Complaint - 1287  
Passenger Carried Past Stop - 480  
Passenger Passed Up - 477  
Reckless Driving - 479  
SERV Employee Complaint - 696  
Special Fares Application Request